



FY 2021 PROPOSED **BUDGET** AND FINANCIAL PLAN

DC Department of Human Services FY21 Budget Oversight Hearing
Laura Green Zeilinger, Director – May 26, 2020

#DCHOPE

Reform System of Care for Families Experiencing Homelessness

End Chronic Homelessness Among Unaccompanied Adults

Expand Services for Youth and Their Families

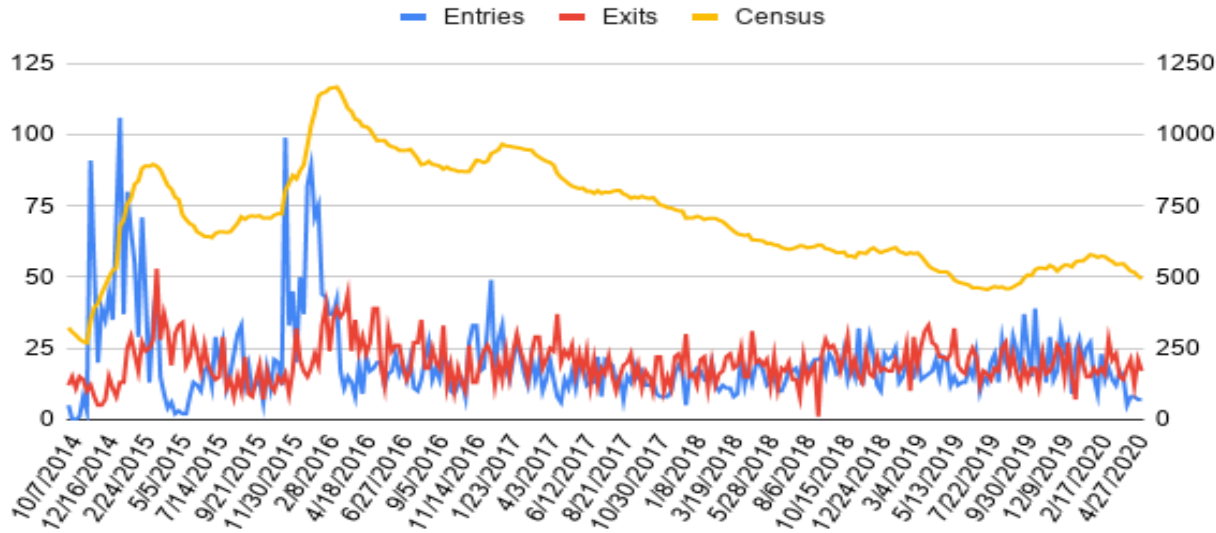
Support TANF Participants to Improve Their Economic Stability and Well-Being

Enhance Customer Service at Service Centers

*Prior Year Investments and Systems Reforms Have Made DHS
More Resilient*

Building on Successes Ending Homelessness for Families

Family Systems Transformation



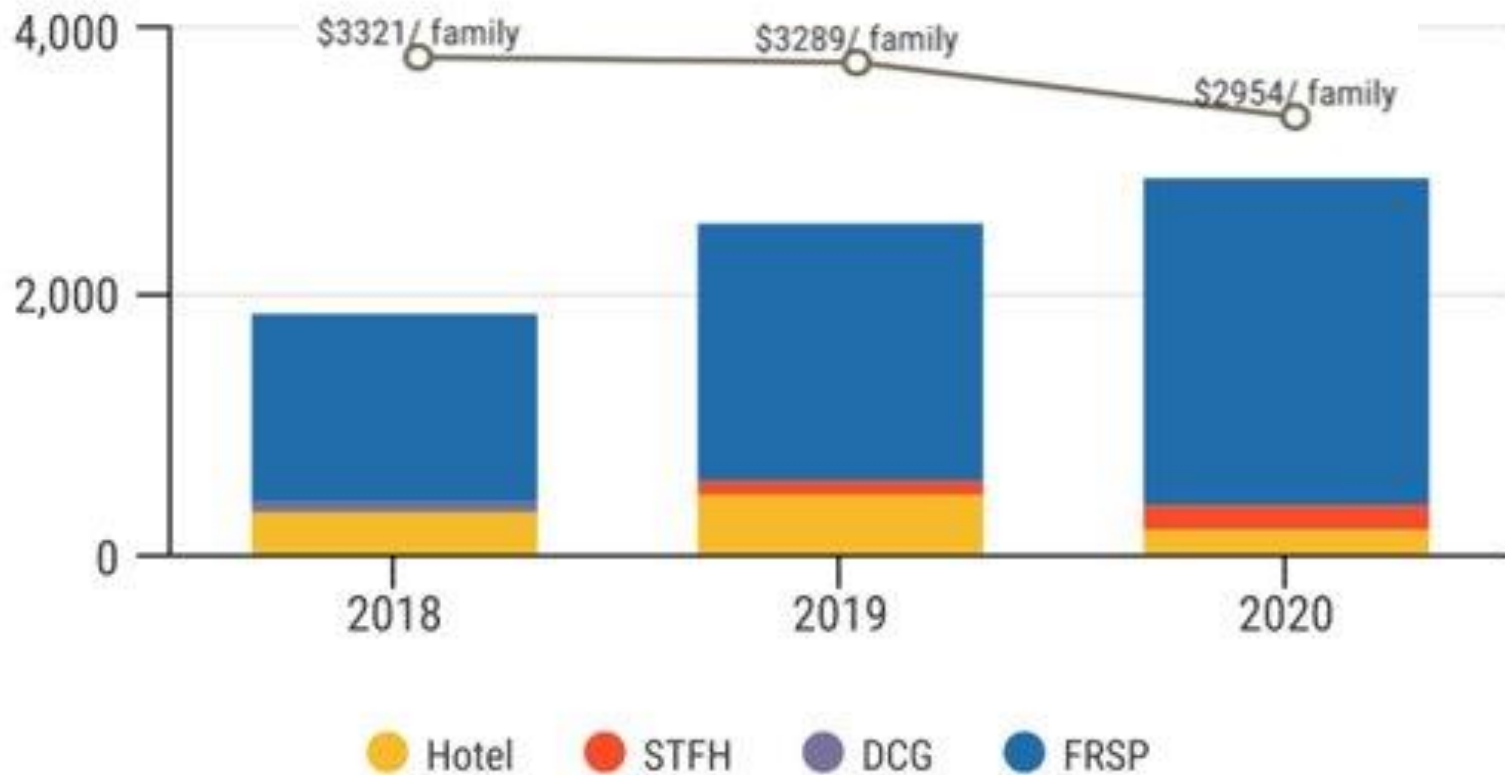
Family Shelter Type	Shelter Capacity	Average Length of Stay for Families Leaving Shelter*	# of families who can be served unit/year	# of families who can be served in a year
Overflow Hotels	285	159 Days	2	570
Short Term Family Housing (STFH)	252	86 Days	4	1008
Apartment Style Shelter	103	331 Days	1	103
DC General	N/A	161 Days**	2	270

* PIT data from Feb. 2020

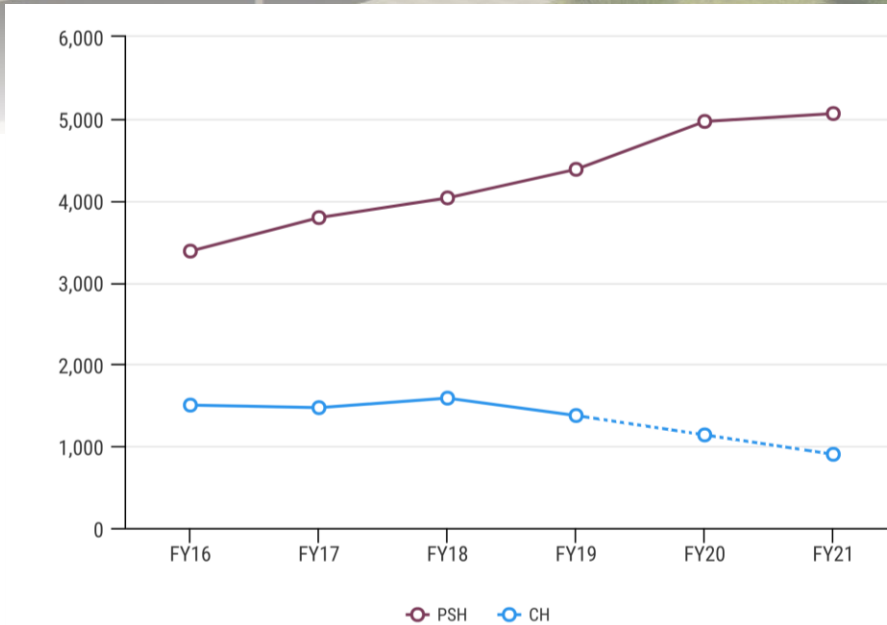
** ALOS for FY18

Role of FRSP

Supporting needs of a growing number of families – more efficiently



Ending Homelessness for Unaccompanied Adults

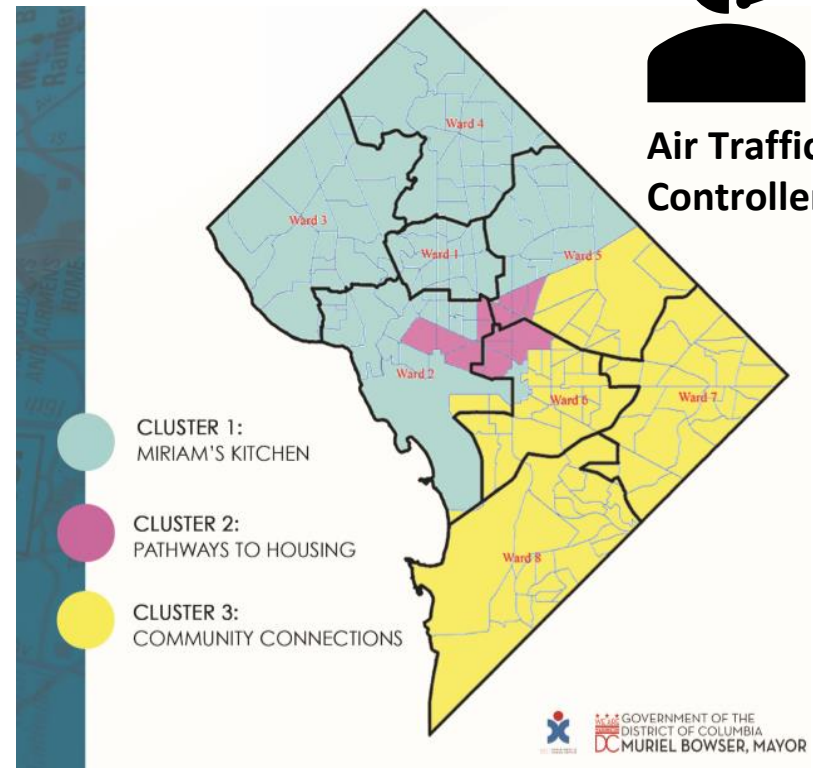


Ending Homelessness for Unaccompanied Adults

PROJECT RECONNECT

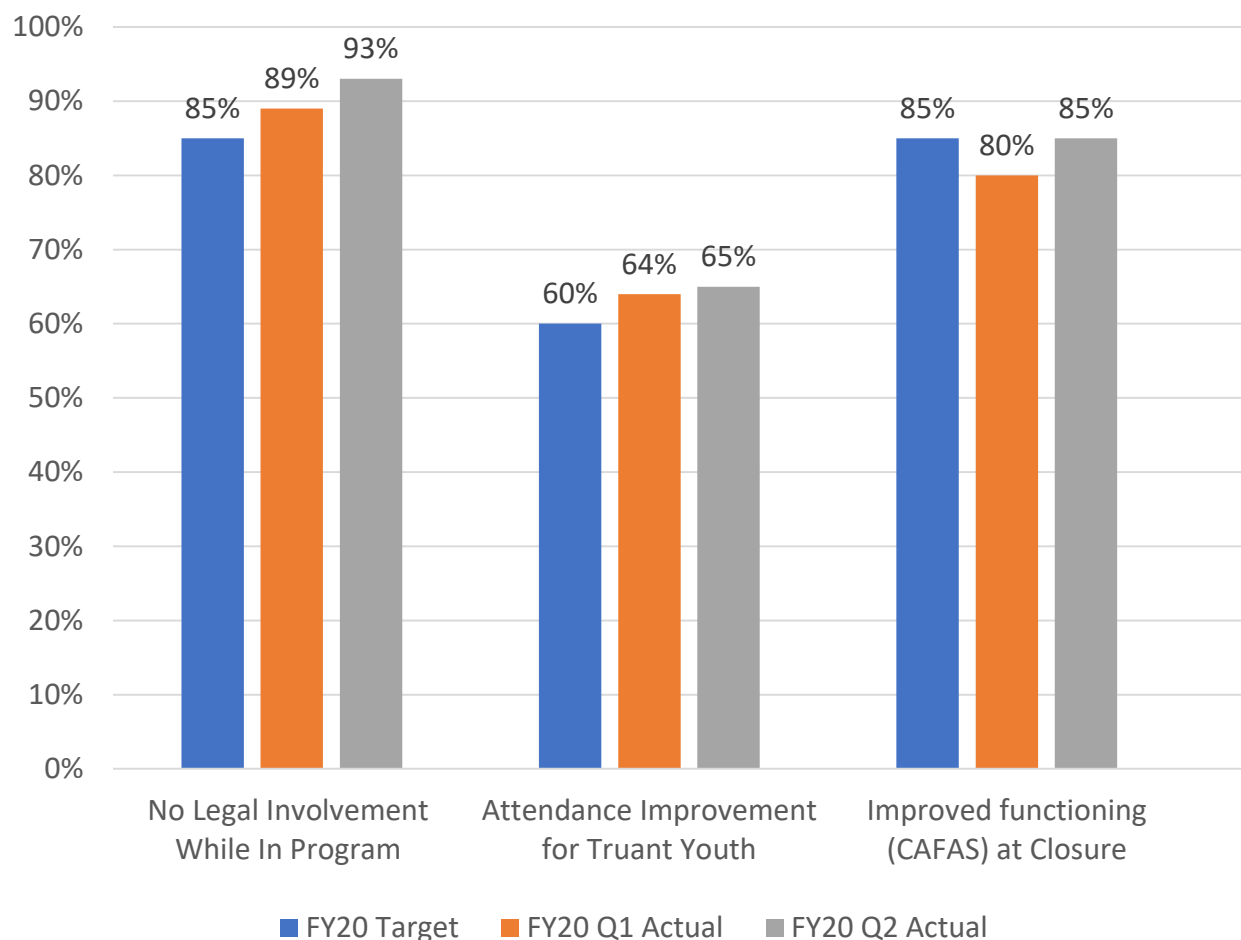


**Air Traffic
Controller**

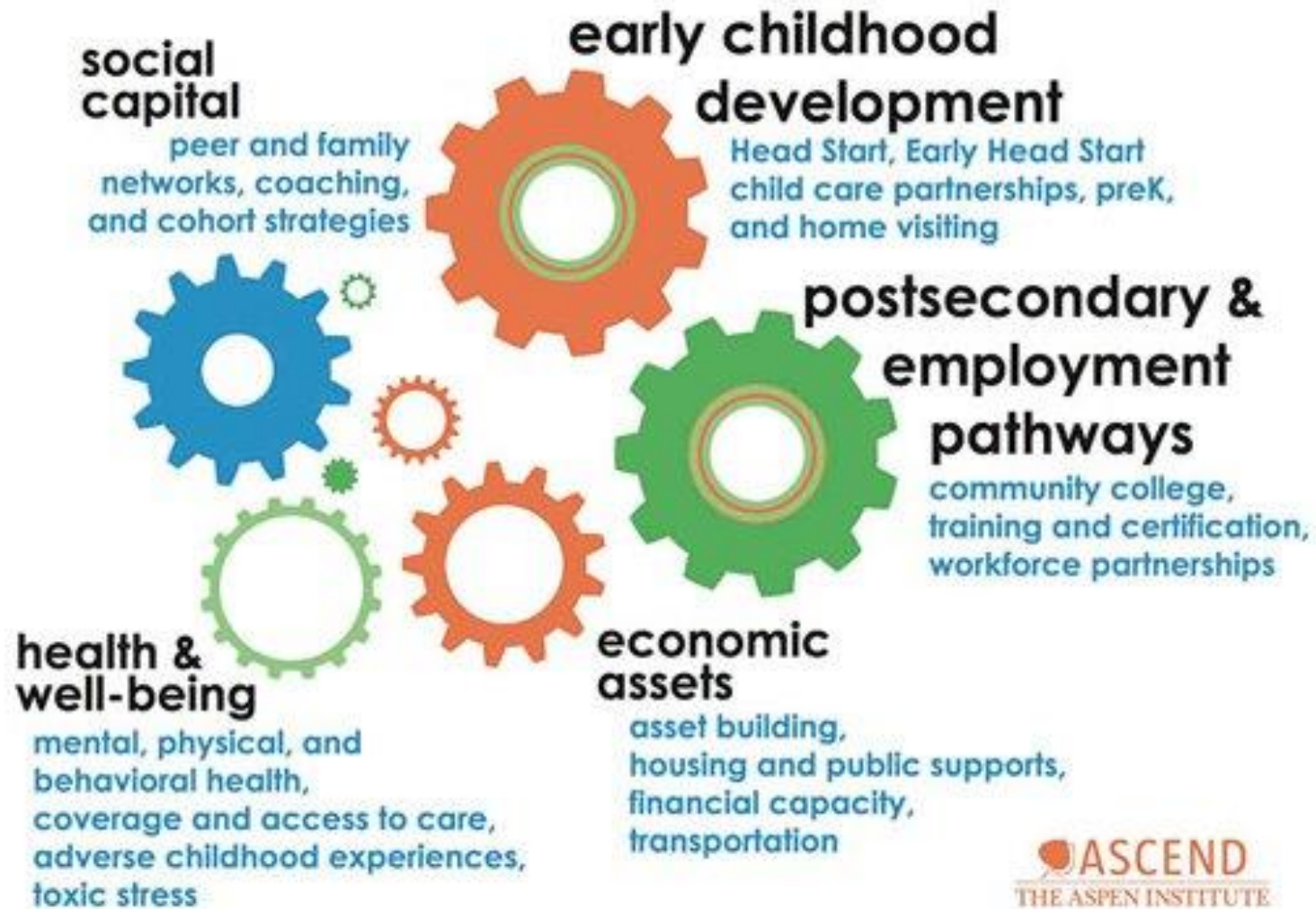


Enhancing Supports for Youth

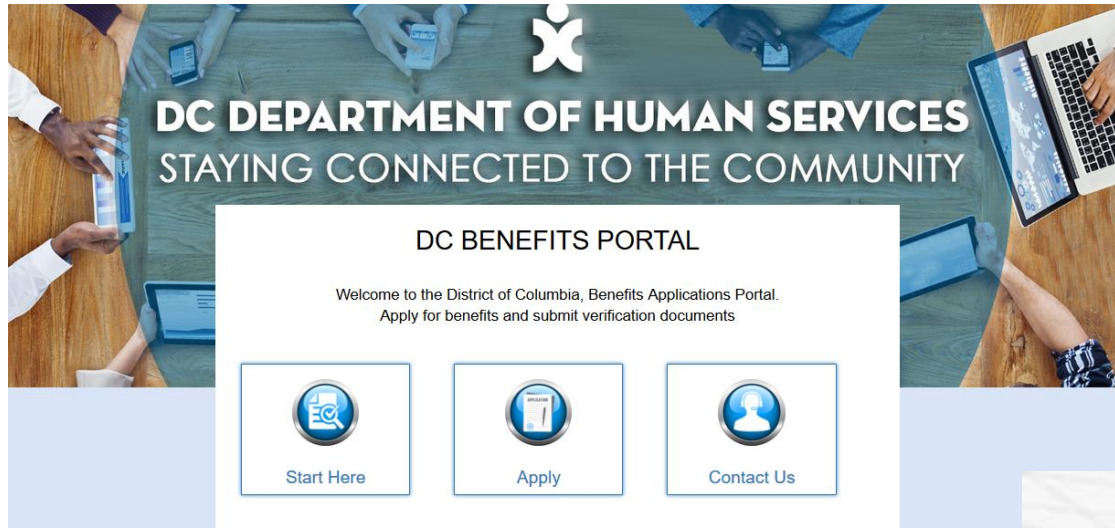
Key Performance Indicators for ACE, STEP, PASS (combined)



Supporting TANF Participants



Continued Investments in Customer Service



- **13,000** online applications submitted
- **2,000** calls/day fielded with average wait time under 10 min

- **35,000** households provided SNAP emergency allotments totaling over \$18M
- **40,000** families provided P-EBT totaling over \$20M
- **≈ 73,000** households given opportunity to purchase groceries online



Our Priorities for Making Budget Decisions



Maintain core government functions that focus on the health, well-being and safety of DC residents and businesses



Maximize resources available for the immediate public health response to COVID-19



Maximize resources available for those in our community hardest hit by the COVID-19 public health emergency



Maintain stability for District Government workforce



Don't lose ground on key District priorities